Class Concept

This work involves initiating, cultivating, and maintaining relationships with the client agencies of the State. Employee works with and influences all levels of agency management to ensure that the IT infrastructure support services meets the needs of enhancing the efficiency and effectiveness of the business of state government or university. The role requires an understanding of the business functions and the technology components of State government. Develops Service Level Agreements with the agencies assigned, oversee service and troubleshoots the problems and issues that arise. This position is responsible for teaming with the agency CIO and senior executives to facilitate the implementation of business unit technology strategic plans in the use of DIT Shared Services.

Recruitment Standards

Knowledge, Skills, and Abilities
- Experience working with customers in an IT shared services environment managing customer relationships on behalf of the shared services organization.
- Excellent customer service and communications skills.
- Working knowledge of business, services, and IT operations.
- Demonstrated skills as an effective negotiator and conflict resolution in stressful situations.
- Excellent analytic skills, problem identification and problem resolution skills that effectively resolve open issues and close gaps in service and support.
- Solid writing skills and ability to create good presentations.
- Working knowledge of how best to leverage technology to meet business needs.
- Demonstrated ability to cooperate with other related work teams and to work in a matrixed management environment.
- The ability to understand and apply IT service management practices and methodologies.
- Ability to be self-directed and work independently with minimal supervision.

Minimum Education and Experience
Bachelor's degree in business administration, computer science, or any related field from an appropriately accredited institution and one year of experience in business consultation or business relationship development; or

Associate degree in business administration, computer science or any related field from an appropriately accredited institution and two years of experience in business consultation or business relationship development; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.